



State of Nevada – Department Of Personnel

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
EMPLOYMENT SPECIALIST I	30	B	12.170

DEFINITION OF THE CLASS:

Under general supervision is either: 1) A Placement Unit Supervisor or 2) Job Bank Supervisor; OR 3) is responsible in a local office for an Employment Service program such as Job Corps, Dislocated Worker Program, or Clearance and Immigration.

EXAMPLES OF WORK: (The following is used as a partial description and is not restrictive as to duties required.)

1) Placement Unit Supervisor

Supervises Employment Security Specialists engaged in testing, interviewing, and placing clients by: assigning and reviewing work; providing training; conducting performance evaluations; and recommending disciplinary action.

Ensures placement goals are met by monitoring employees production and taking corrective action as required.

Provides labor market information to requesting parties by referring to data provided by the Employment Security Research Section.

2) Job Bank Supervisor

Supervises Employment Security Specialists who are engaged in job order writing, verification of referral results, key entry of source documents; and Employer Service by: assigning and reviewing work; providing training; conducting performance evaluations; and recommending disciplinary action.

Works with employers who may be dissatisfied with service by: listening to their complaint; identifying actual problem; and negotiating resolution.

Coordinates interview logistics with local office staff and employers by scheduling interviews and answering questions about job requirements.

May write job orders by interviewing employers to obtain necessary information to complete job order form, researching DOT codes to code orders, and maintaining alphabetical master order files.

3) Employment Service Program Representative

Determines client's eligibility to participate in special programs by: interviewing to gather data on employment history and applying program requirements.

Orients clients to program by explaining program goals as well as clients responsibilities (e.g. in Food Stamps, the Work Search).

EXAMPLES OF WORK: (cont.)

Develops on-the-job training contracts with employers for participants in special programs by: contacting the employer and "selling" the client; negotiating training program; drawing up contract and obtaining employers signature.

Follows up with clients and employers according to program requirements by evaluating satisfaction; placing client in a job; counseling client on additional employment related problems which may have surfaced.

Documents work activities by completing appropriate data collection forms in order to provide accurate work load statistics.

May supervise lower level Employment Security Specialists by assigning and reviewing work; providing training; conducting performance evaluations; and recommending disciplinary action.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These may be acquired on the job and/or needed to perform the work assigned.)

Knowledge of labor market information, employment service procedures, laws, rules and regulations for completing, processing and documenting information for Employment Security Department operation. Knowledge of federal/ state affirmative action and equal employment opportunity laws and regulations applicable to public agencies sufficient to understand and exercise personnel policies and practices. Knowledge of prevailing wage survey information and minimum wage laws for inquiry by employers and job seekers. Knowledge of various governmental and other supportive service agencies to refer applicants for additional service.

Ability to write concise work performance standards and performance evaluations. Ability to interpret departmental rules, regulations and policies. Ability to discuss a variety of job related topics on short or no notice. Ability to speak with persons of various social, cultural, economical and educational backgrounds to explain the department's policies, regulations and procedures. Ability to stimulate staff to effective action. Ability to exchange ideas, information and opinions with others to formulate local office policy and procedure and/or arrive jointly at decisions, conclusions or solutions. Ability to supervise and organize work flow to accomplish established objectives, delegate responsibility, train staff, evaluate subordinate effectiveness, and administer necessary discipline.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral, performance or other evaluation procedures.)

Knowledge of where to go within the organization for needed information and ability to judge what information should be passed on to different levels of staff.

Ability to write grammatically correct letters, memos and other correspondence. Ability to establish and maintain alpha/numeric files. Ability to operate office machines including computer terminals for overall smooth and timely office work. Ability to analyze information, problems, situations, practices and procedures. Ability to perform a variety of duties, and ability to accept change and to be flexible to adapt new and challenging assignments. Ability to read and comprehend technical documents. Ability to speak on a one-to-one basis using appropriate vocabulary and grammar to interview applicants and employers for information; discussing procedures and problems with supervisor and subordinates. Ability to handle rapid changes in conversations and situations. Ability to establish rapport and gain the trust of others. Ability to listen perceptively and convey awareness. Ability to work as part of a team. Ability to establish and maintain cooperative

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (cont.)

working relationships with supervisors and staff and the public. Ability to organize material, information and people in a systematic way to optimize efficiency and minimize duplication of effort. Ability to perform under the stress of frequent interruptions and/or distractions. Ability to work independently and follow through on assignments with minimal direction.

EDUCATION AND/OR WORK EXPERIENCE:

I

Two (2) years of experience working in a public service setting which required: interviewing clients to elicit information to match to specific criteria; application of policy and procedure; and extensive public contact; OR

II

Two (2) years of experience as an Employment Security Specialist II in Nevada State service.

EQUIVALENCY STATEMENT:

Forty-eight (48) semester credits from an accredited college or university in one or a combination of the following fields: math, English, business, political science, public administration, social work, psychology, law, sociology, or computer science may be substituted for one (1) year of the required experience.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

ESTABLISHED:	<u>12.170</u>
REVISED:	1/17/72
REVISED:	3/14/77
REVISED:	5/8/78-3
REVISED:	7/24/79-3
REVISED:	12/19/85-12
REVISED:	1/17/86-3
REVISED:	7/1/87-12P
	4/14/87PC